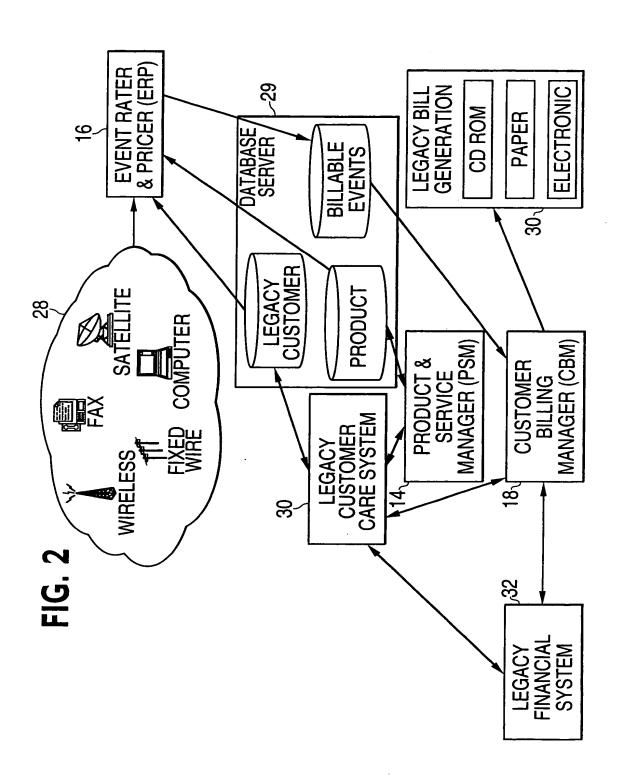


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TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM



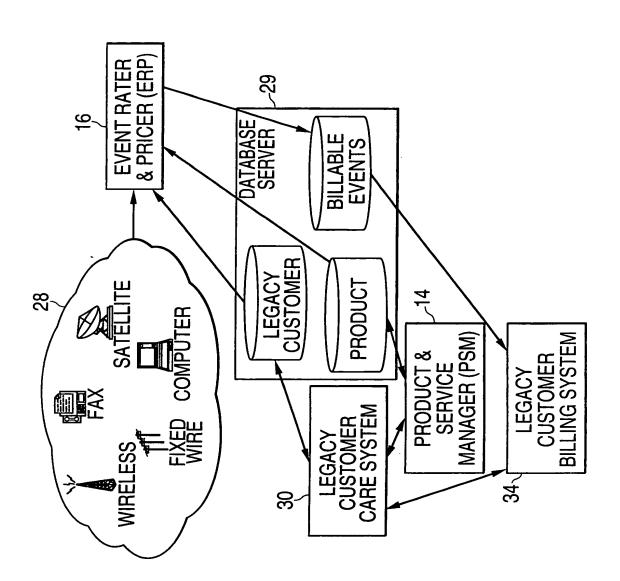
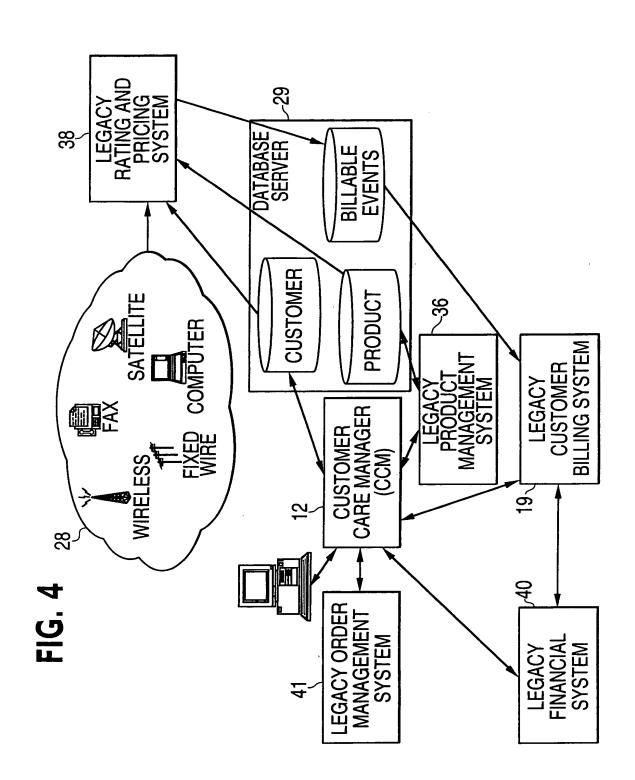
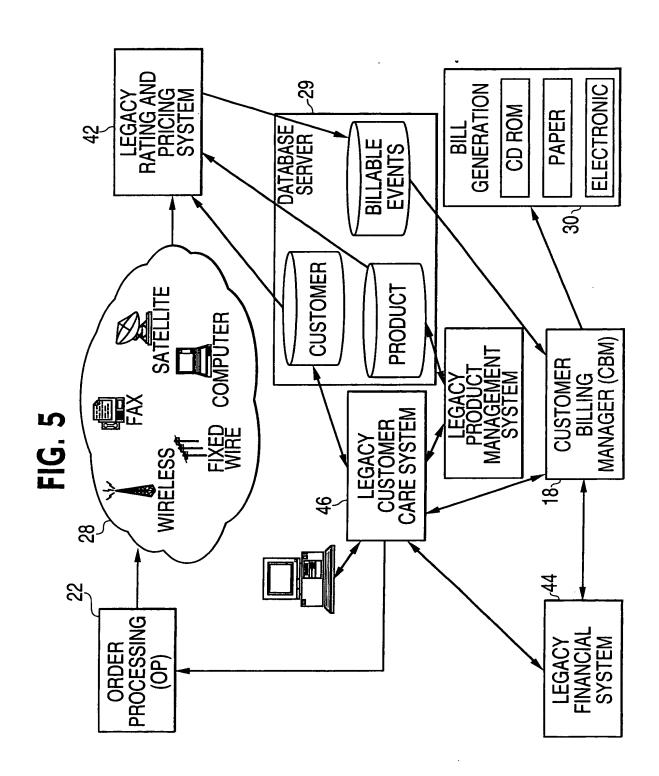
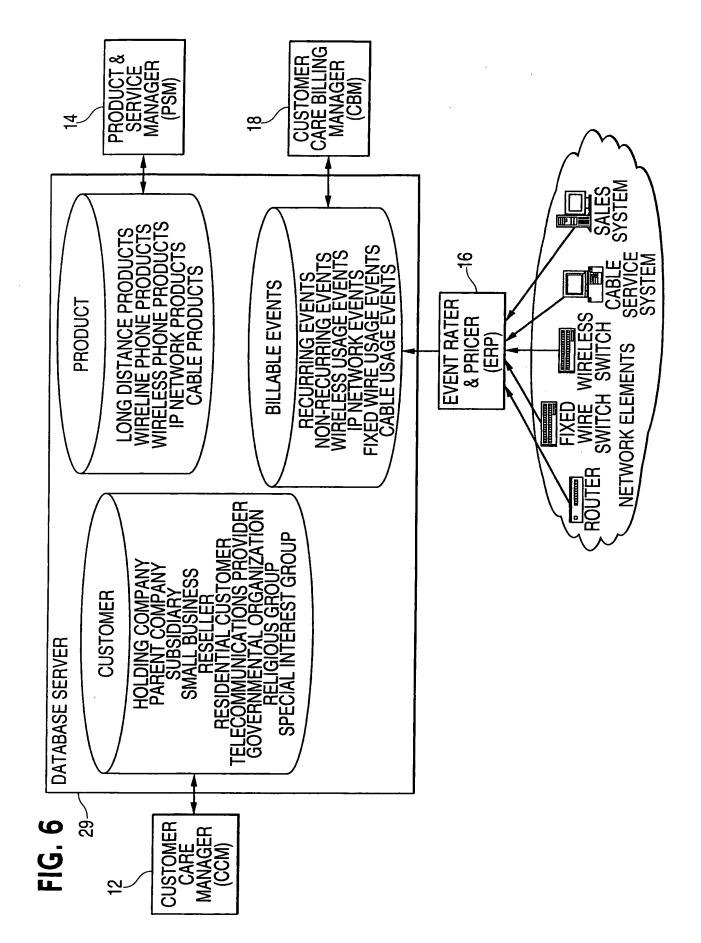


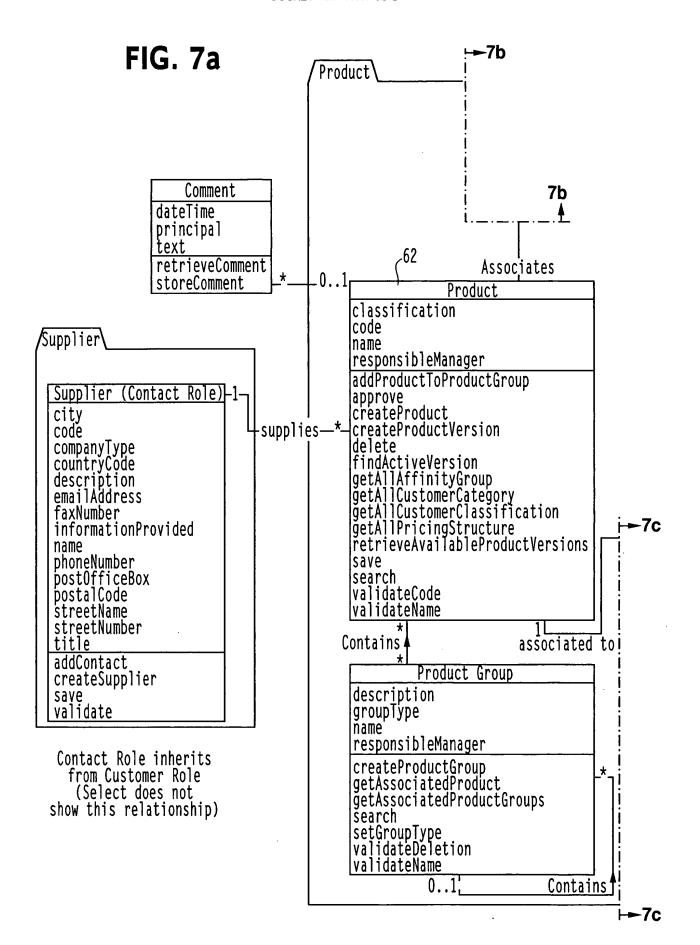
FIG. 3

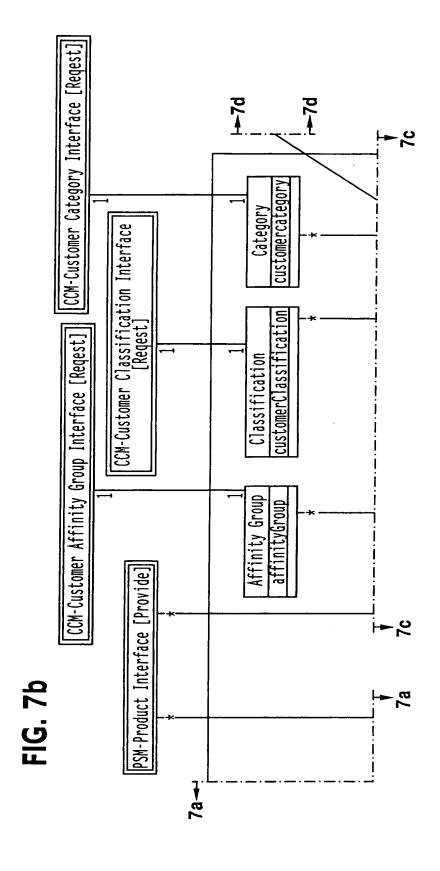


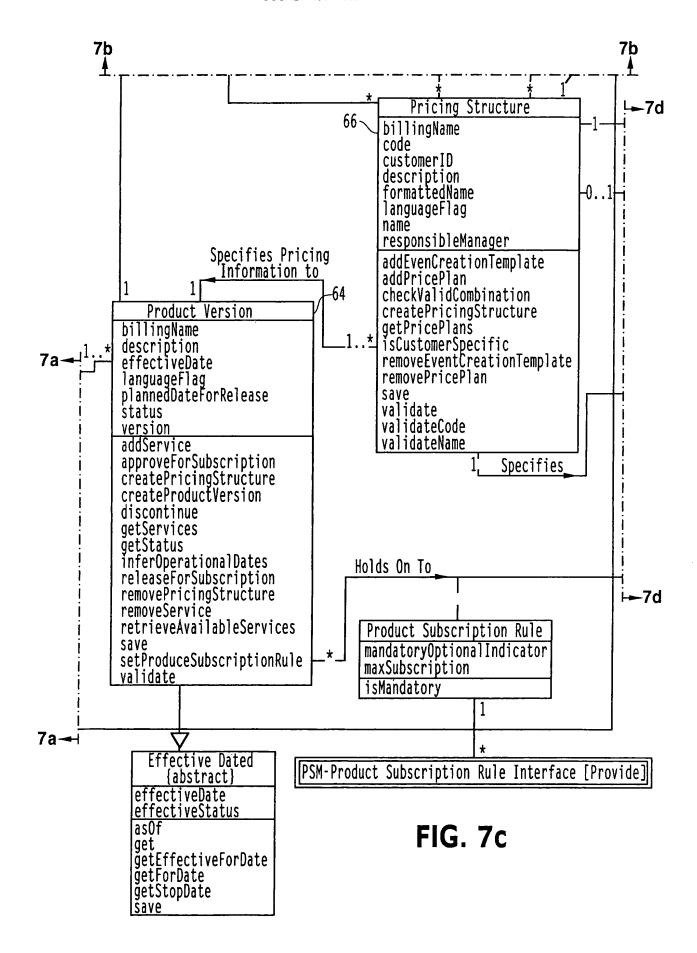


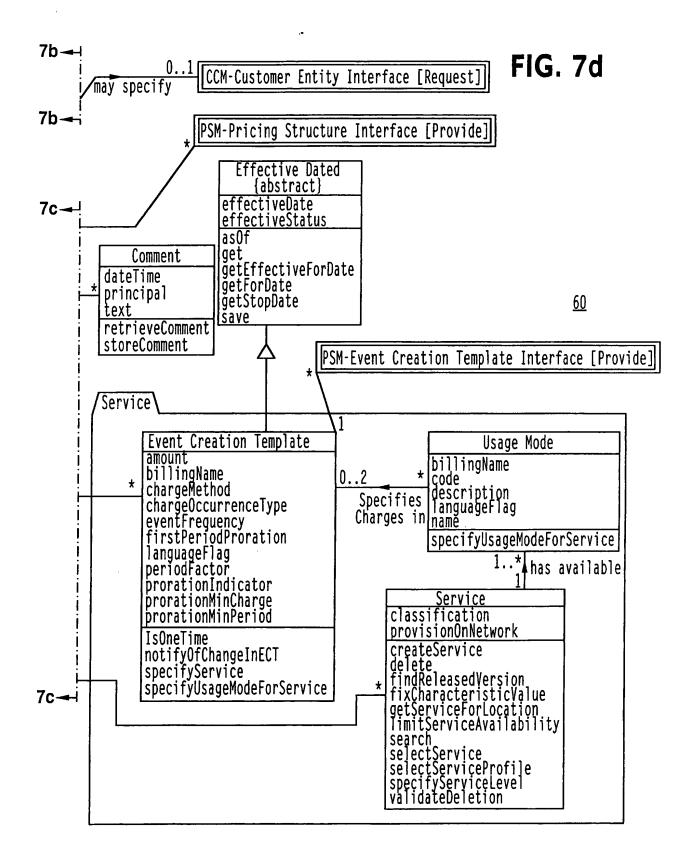
REPLACEMENT SHEET

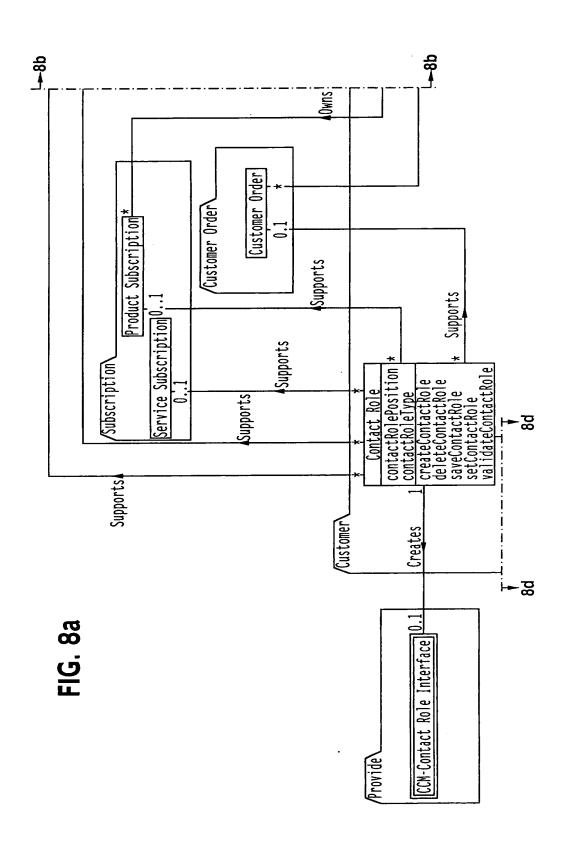


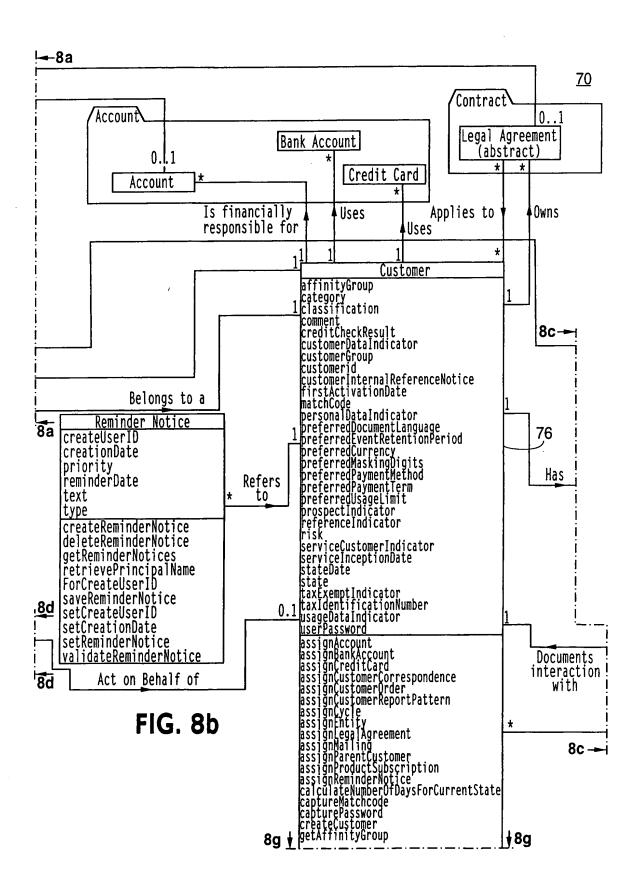


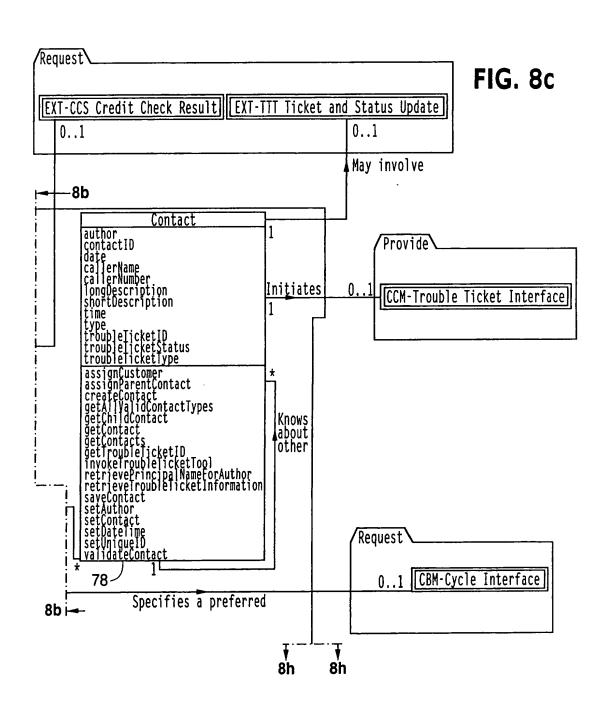


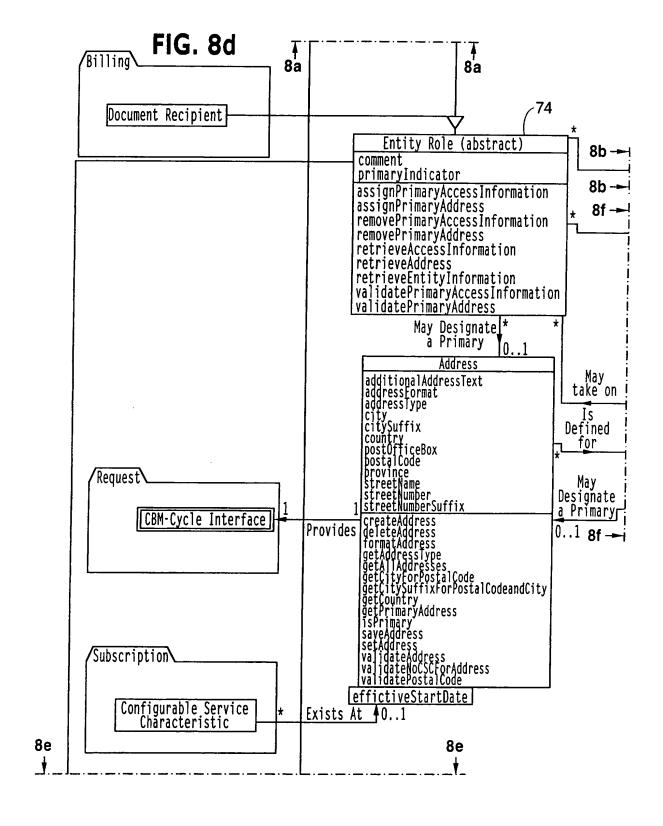


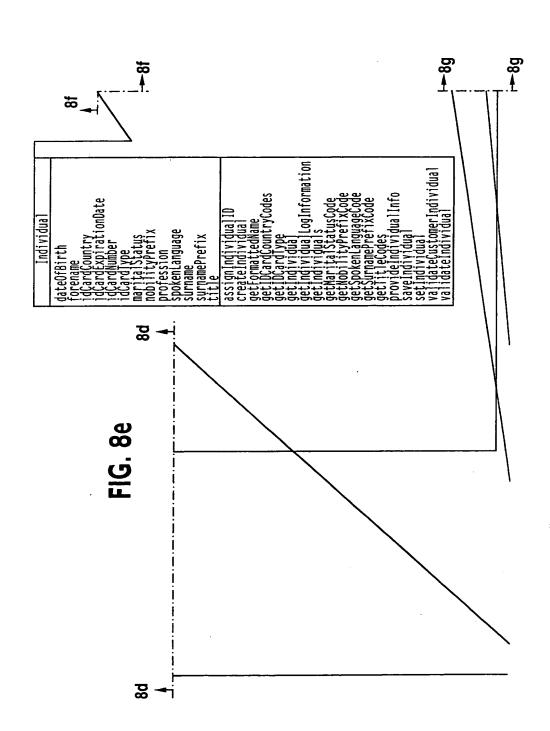


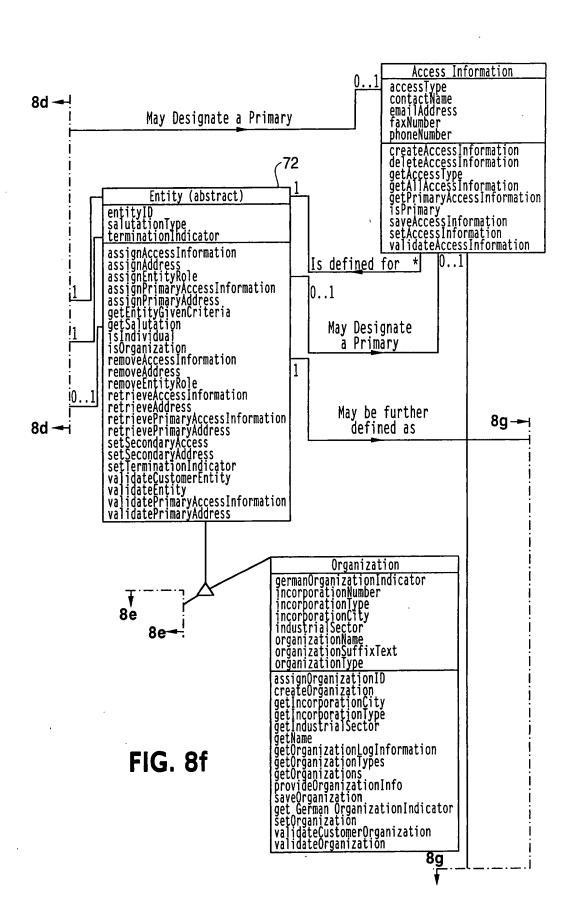


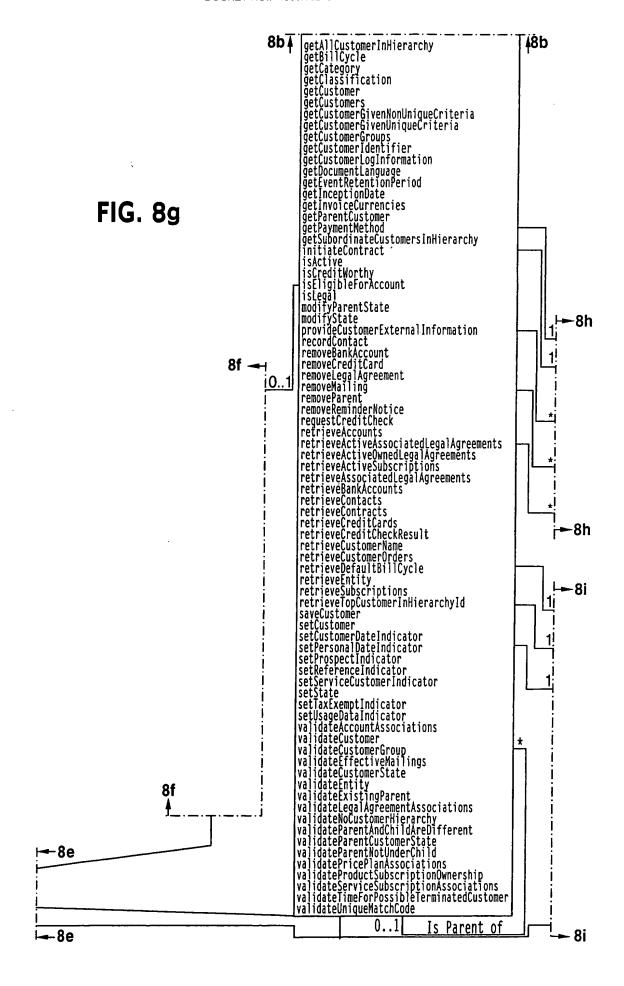


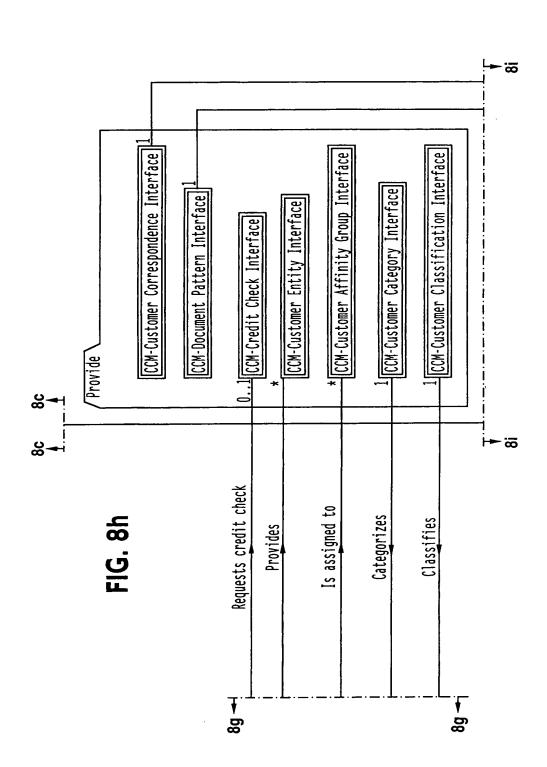


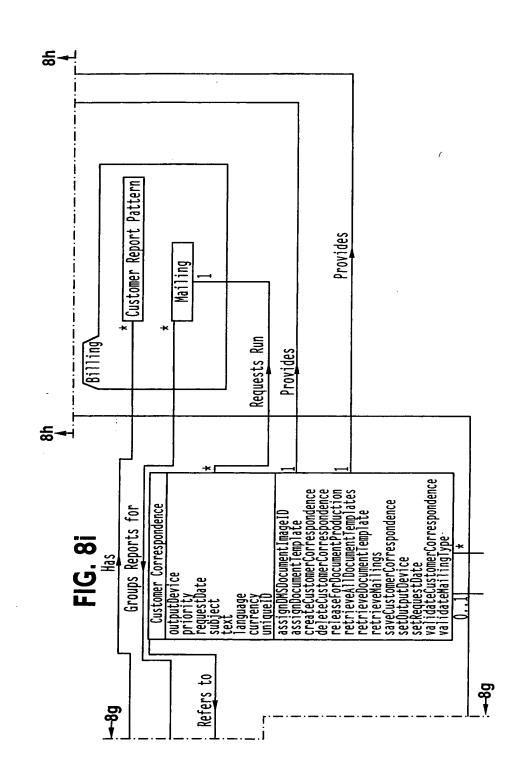


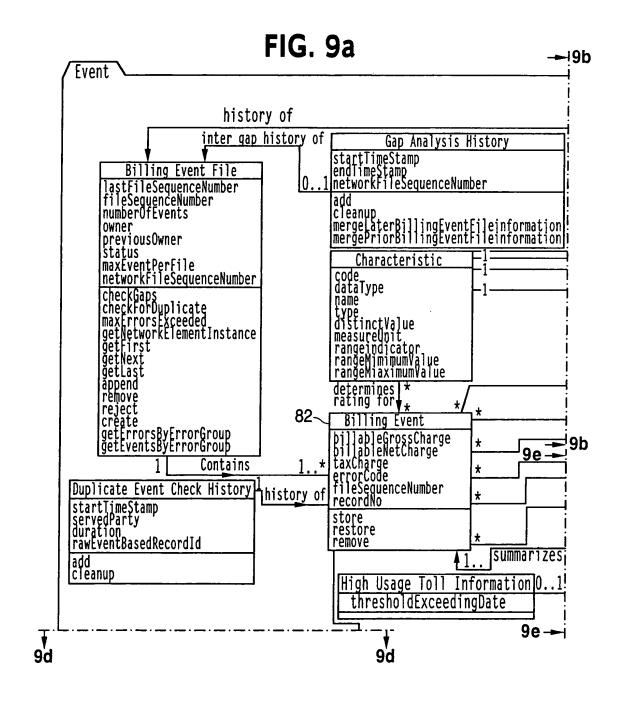












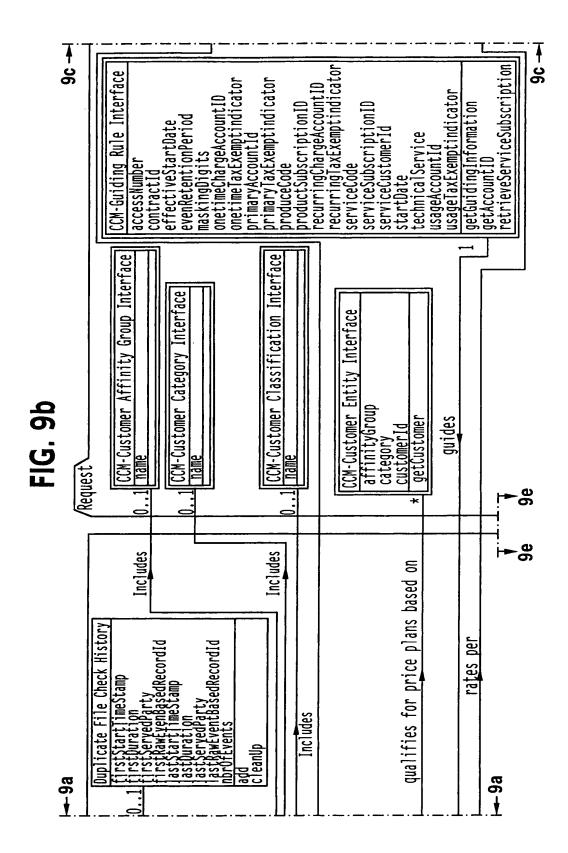
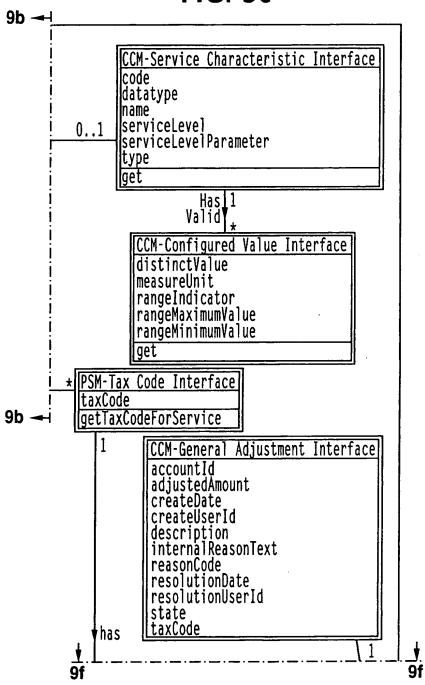
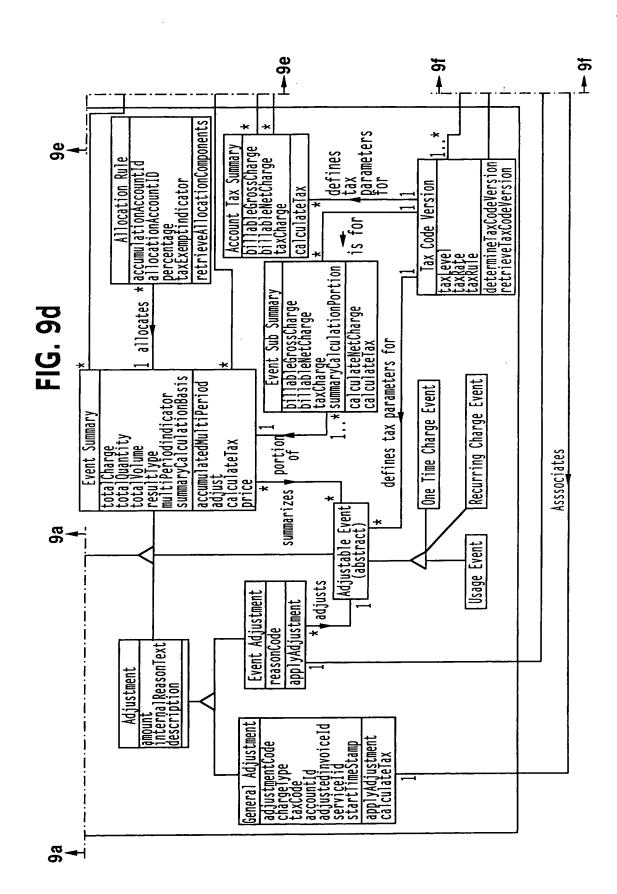
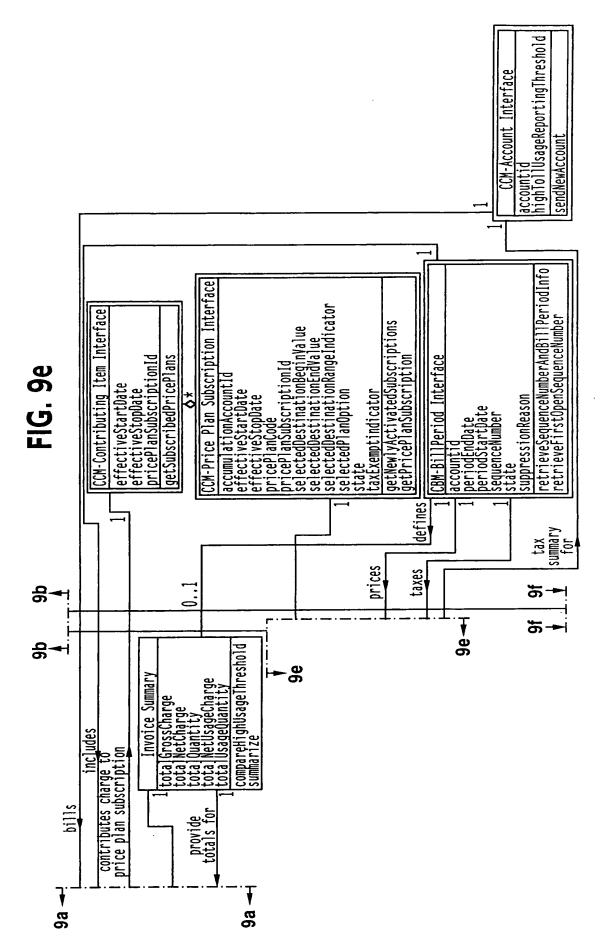


FIG. 9c

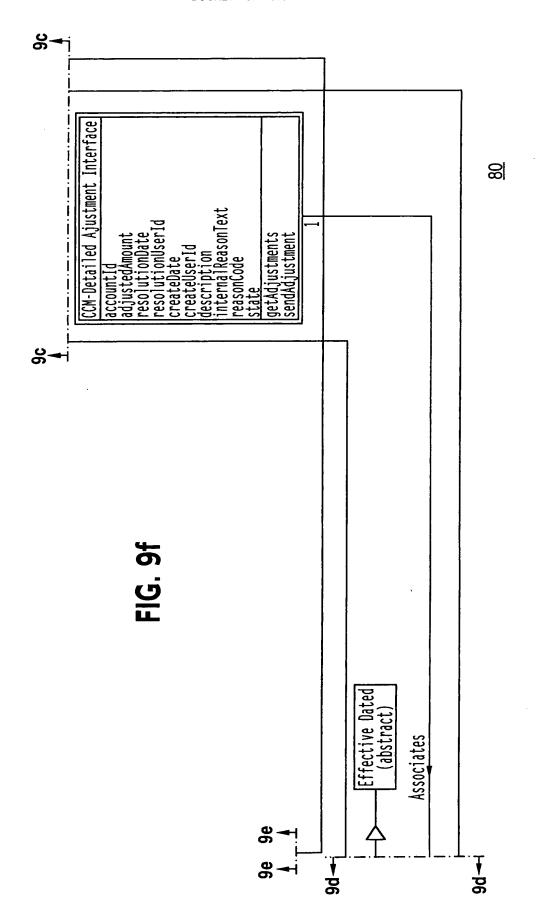




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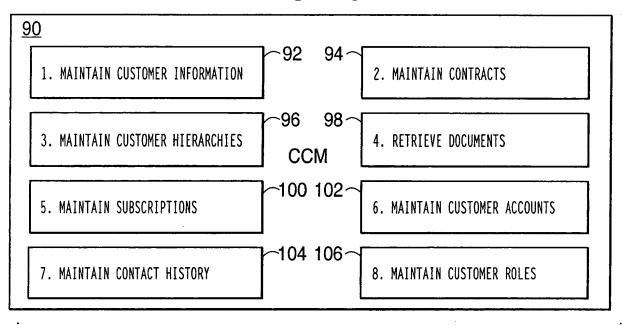
REPLACEMENT SHEET



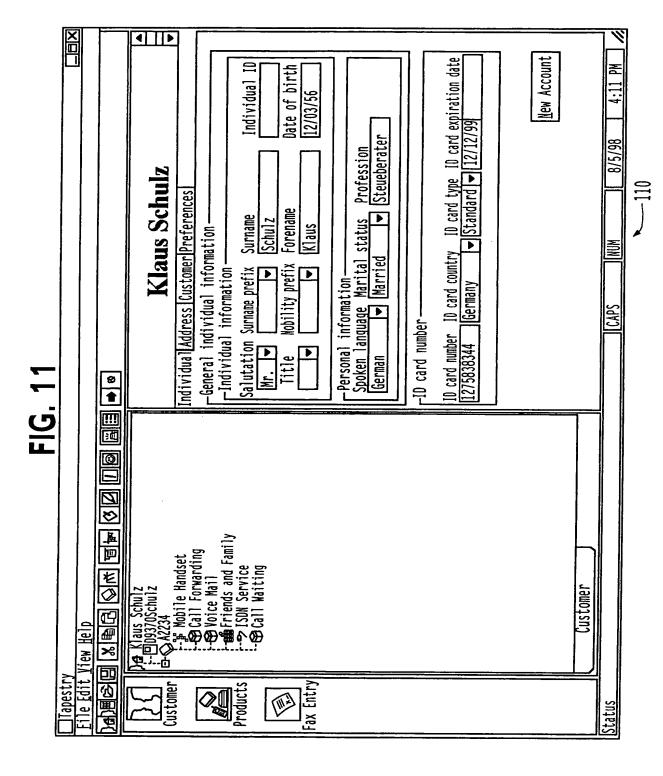
TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al. SERIAL NO.: 10/667,335 DOCKET NO.: 1330.1024D

REPLACEMENT SHEET

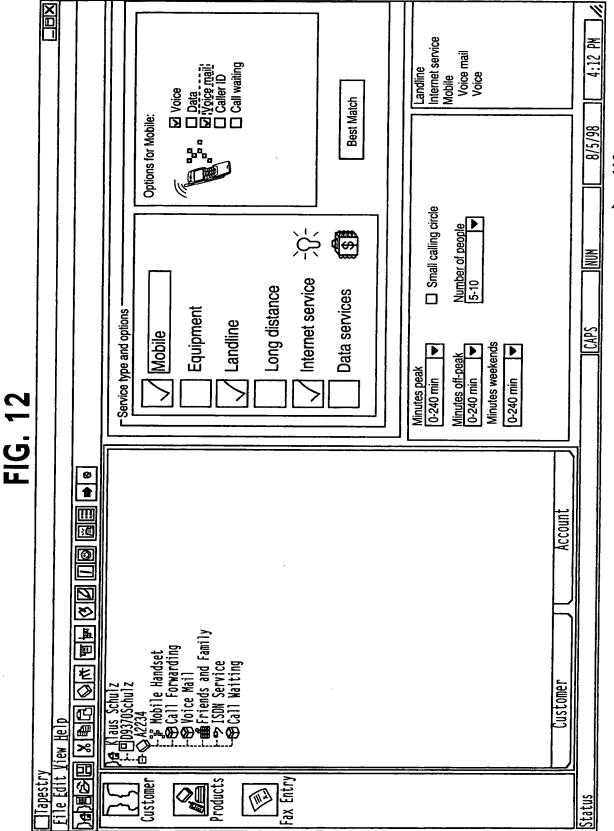
FIG. 10



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM
INVENTORS: M. HANAGAN et al.
SERIAL NO : 10/667 335



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al.



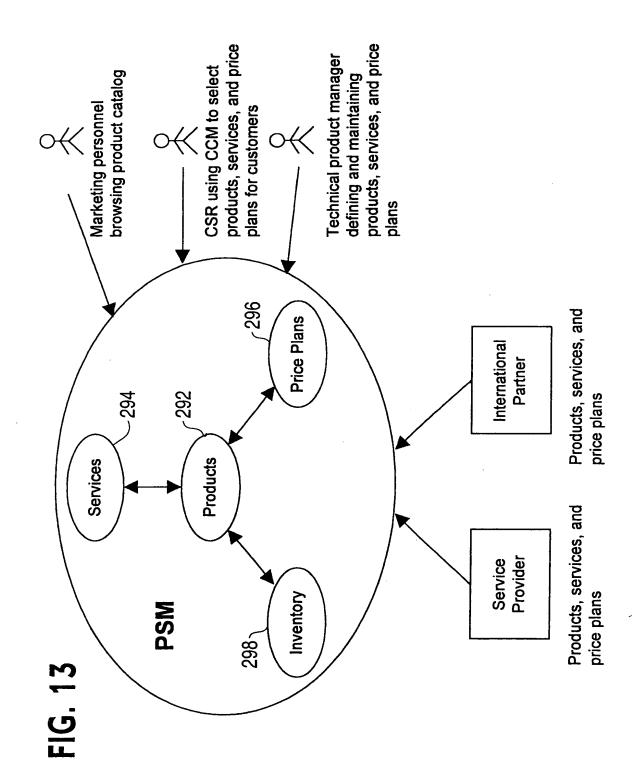


FIG. 14

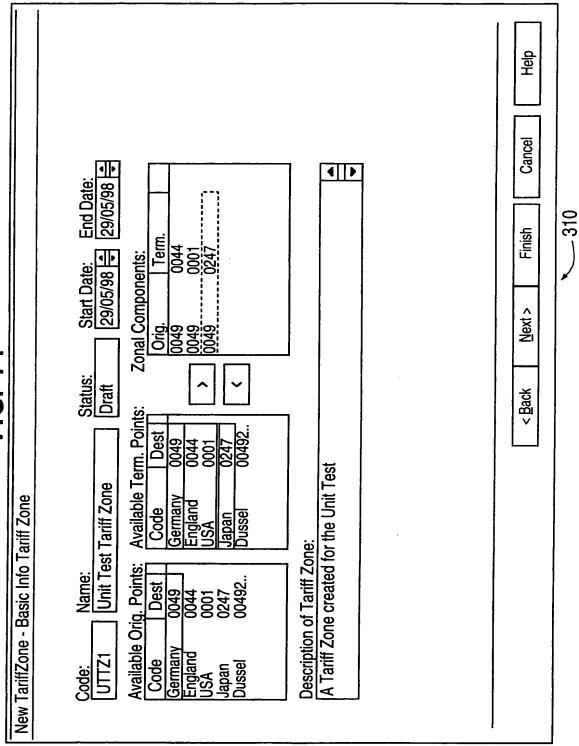
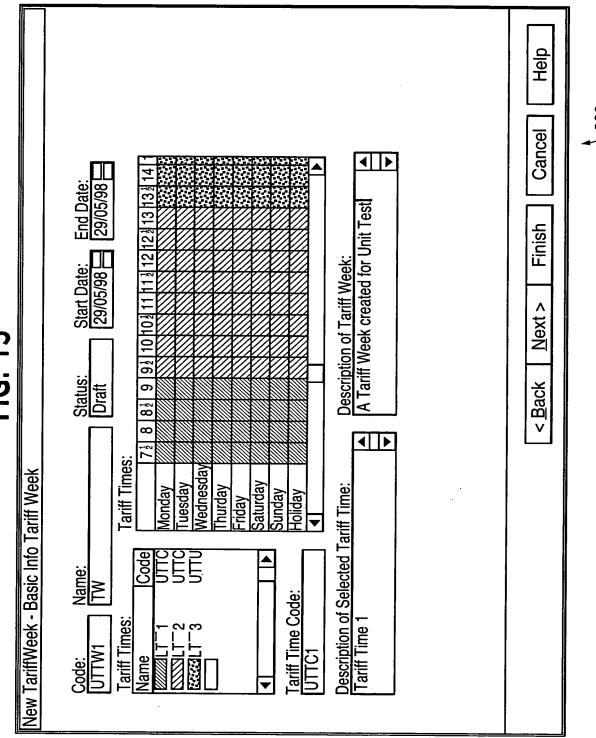
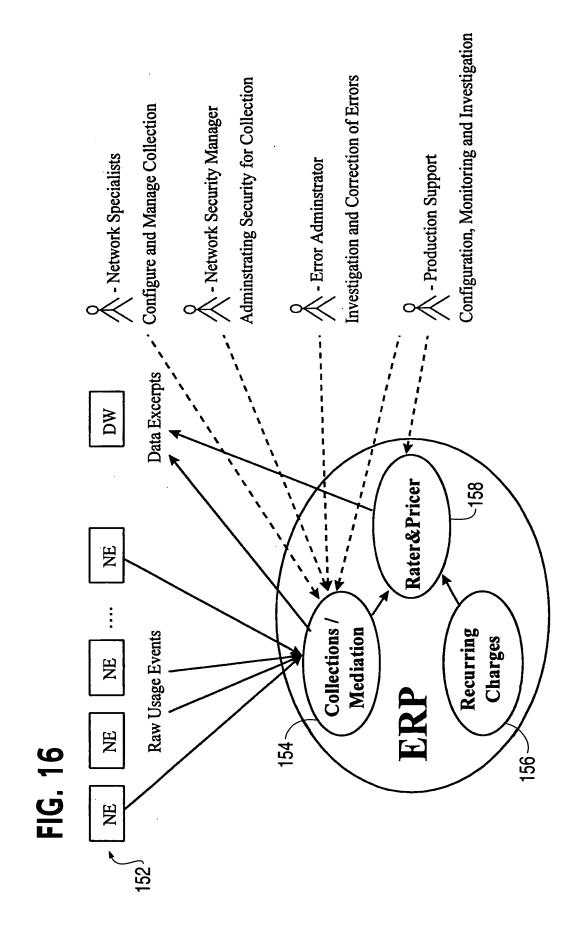
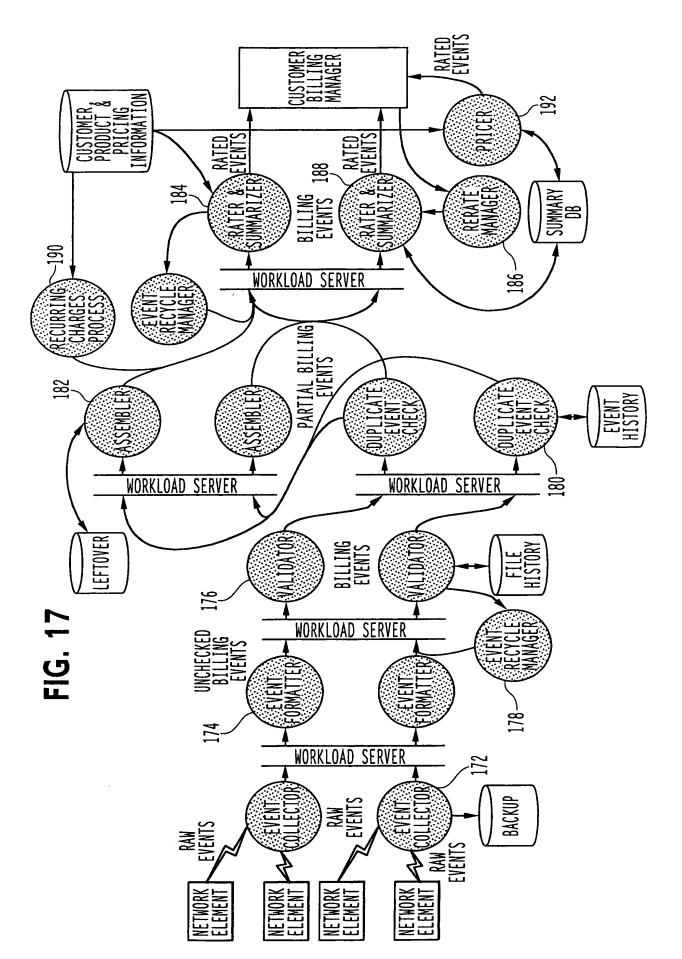


FIG. 15



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al.
SERIAL NO.: 10/667,335
DOCKET NO.: 1330.1024D

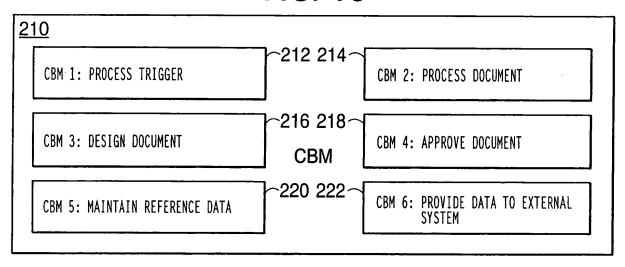




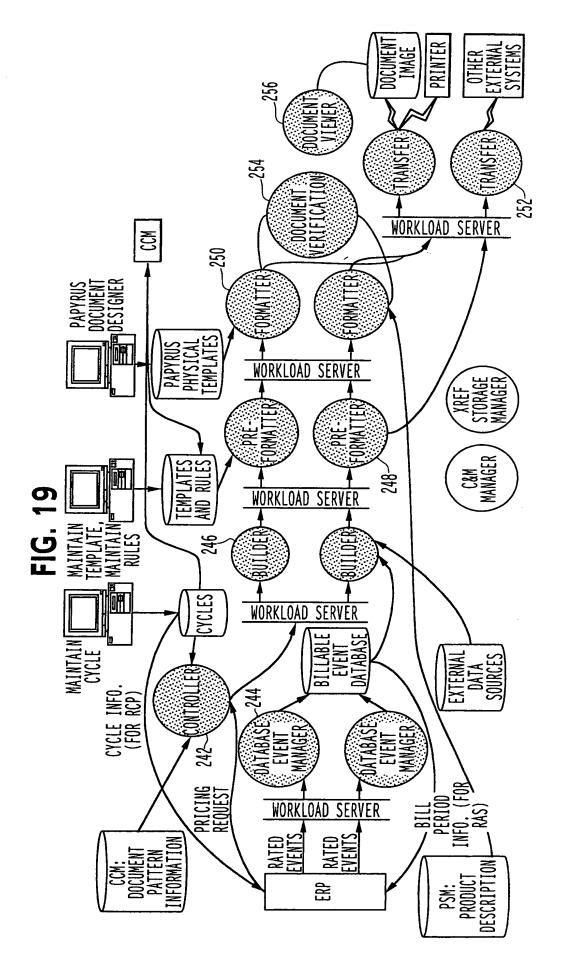
TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al. SERIAL NO.: 10/667,335 DOCKET NO.: 1330.1024D

REPLACEMENT SHEET

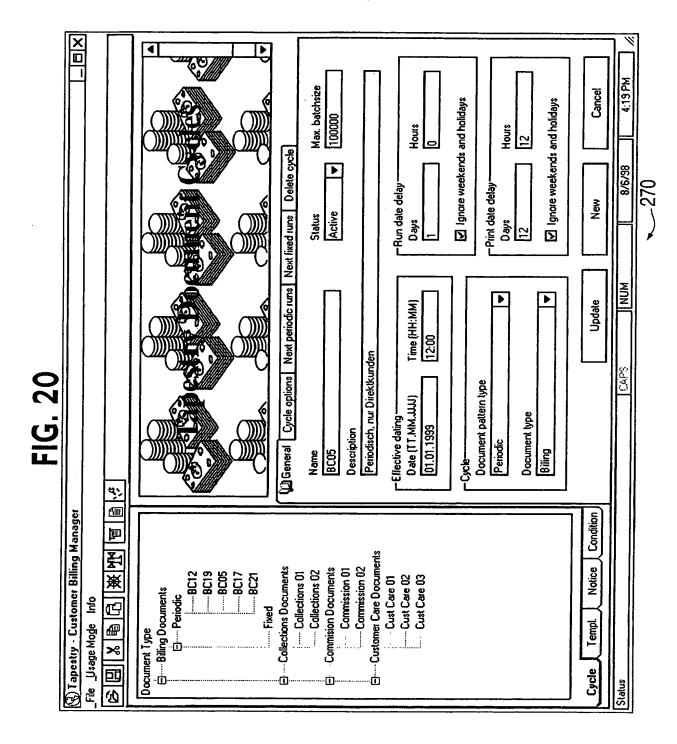
FIG. 18



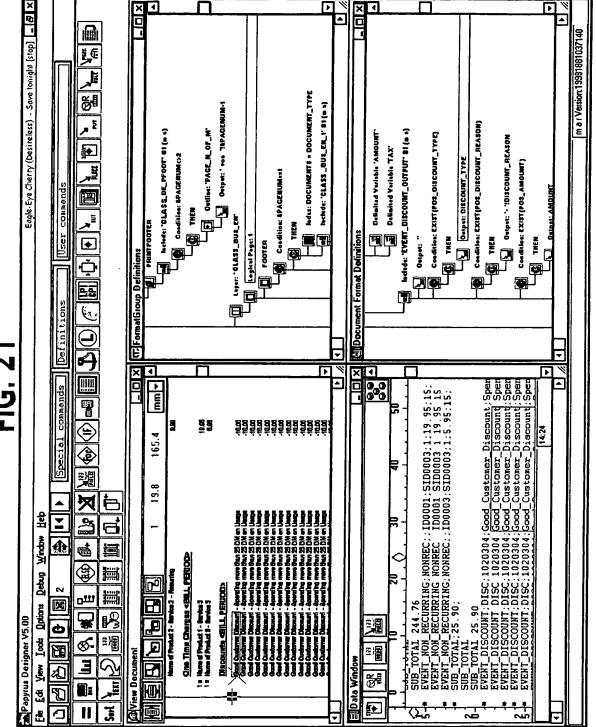
REPLACEMENT SHEET



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al. SERIAL NO.: 10/667,335 DOCKET NO.: 1330.1024D



TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al.



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FIG. 22

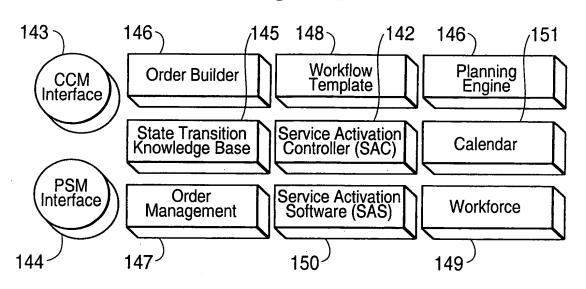
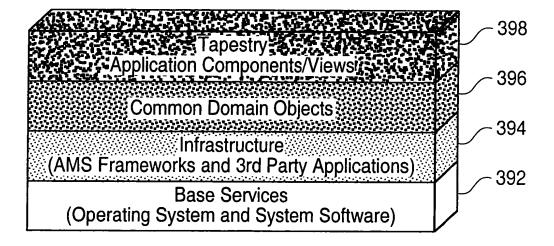
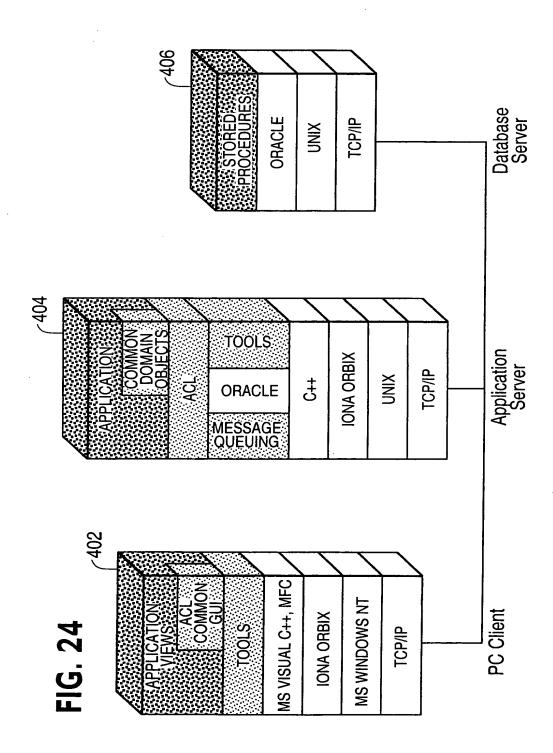
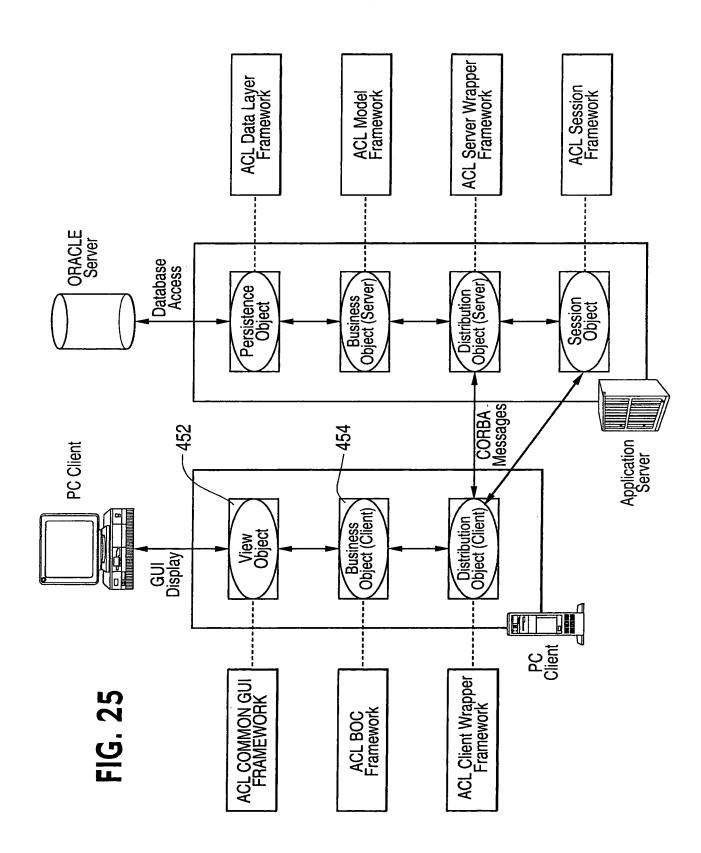


FIG. 23

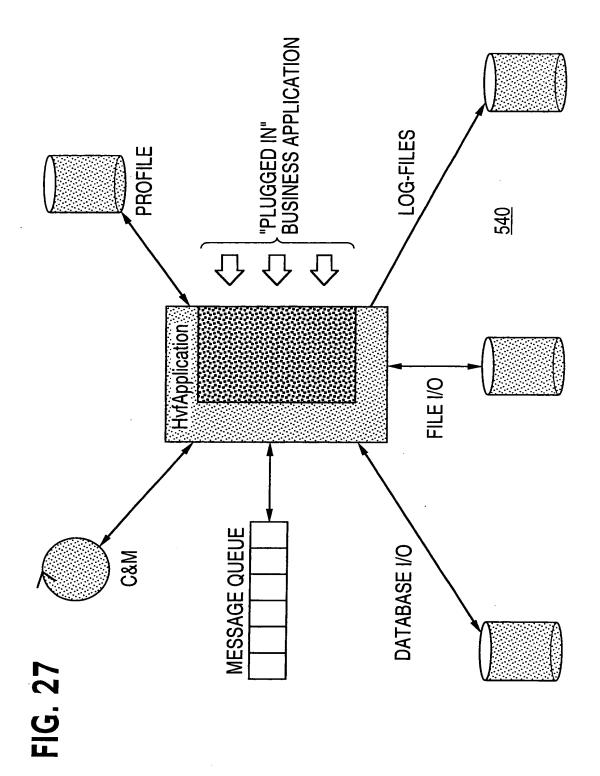


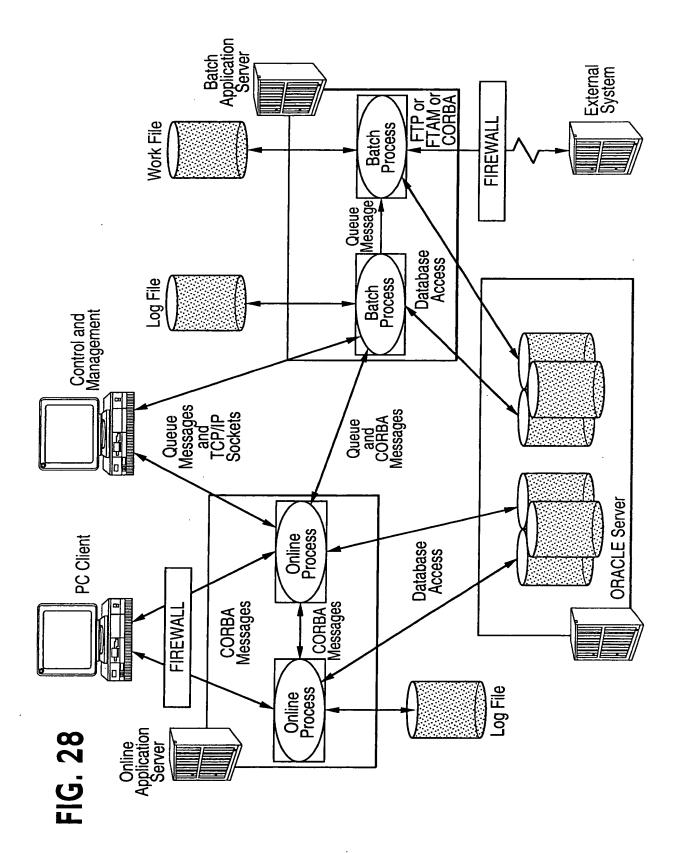




TITLE: MODULAR, CONVERGENT CUSTOMER CARE AND BILLING SYSTEM INVENTORS: M. HANAGAN et al.
SERIAL NO.: 10/667,335
DOCKET NO.: 1330.1024D

Programmer-written code (parts are generated) **ACL** Data Layer Infrastructure class Code is generated ACL Model ACL Server Wrapper ACL Session ACL BOC ACL Client Wrapper OprBOCFactoryIntOrd





REPLACEMENT SHEET

